

Questions & Responses

For

RFP #SCC-14-007-ITD

Technology Hardware Maintenance Services

	Question	Response
1	Is there a previous contract for this equipment?	Yes, the current contract expires 5/30/14.
2	Who is the vendor currently servicing the equipment?	Newsun d/b/a Internal Computer Services.
3	What was the cost of the last year's contract and is this the same equipment as last year's contract?	The cost of these services for FY 13 was approximately \$25,000. Some equipment may be the same.
4	Is the contract available for viewing?	If procurement/contract files are requested, they are provided in accordance with the <i>Virginia Public Procurement Act</i> (VPPA). Any information that is deemed proprietary and/or confidential is not subject to public disclosure and will not be provided. The SCC charges an administrative cost of \$0.50 per page.
5	Is there a service history available?	No
6	Is all the equipment up and running?	Yes, all equipment is currently functional and under warranty or maintenance.
7	What is the average amount of printed copies per month?	Undetermined

8	Is Toner considered consumables or Supplies?	Toner is considered to be a supply. Please refer to Section IV. Glossary of Terms, on page 5 for additional information.
9	In regards to this RFP, would you be able to provide us with the quantity of calls you receive monthly?	Due to the nature of the service it varies from month to month.
10	Is this the only SLA that SCC will consider? (Pg. 7-8 Sec. 5 A and B)	Yes
11	Is the SCC willing to accept repaired/refurbished replacement parts that have been fully tested and proven to be in working order? (Pg. 8 Sec. 9)	This section identifies the only conditions that any parts other than new may be utilized.
12	Will any of the equipment listed for maintenance be under manufacturer warranty at the start of the maintenance agreement (June 1 st , 2014). (Pg. 8 Sec. 11. And Pg. 40-47)	No equipment will be placed under maintenance coverage until original warranty has expired.
13	Can you please provide a full list of models that shows the quantity of each model? Currently the RFP Equipment list shows totals of each type of equipment (i.e. desktop, laptop, server, etc...) and the different models but not the quantity of each model.	SCC quantities of each model may vary from month to month and should not be used in establishing pricing for this RFP.
14	How long will it be before the Dell GX Series will be refreshed?	Undetermined.
15	Is there any equipment in the Sandston location?	Yes.
16	What devices are considered LAN appliances other than the Gigamon?	None, as noted in Appendix H.

17	How many Gigamon devices are in the environment?	One.
18	For any equipment under warranty, did you purchase the hard drive retention coverage?	Hard drive retention coverage is purchased with all desktop and laptop computers.